

Painter Garners 2001 Bert Ford for Sheriff Award



Pictured (L to R): Steve Westbrook, President of the Texas Sheriffs' Association, TABC Lieutenant Dyer Lightfoot, Midland County Sheriff Gary Painter, TABC Captain Hank Blanchard and TABC Chief of Enforcement Greg Hamilton, during presentation of the Bert Ford award.

His name is Gary Painter. He is Sheriff of Midland County. He is also the recipient of the 2001 Bert Ford for Sheriff Commendation. Sheriff Painter plays a leading role in the prevention of underage drinking in Midland County. He is a professional who works well with all other departments in his county to curb the use of narcotics, as well as, alcohol. The Sheriff loans officers to work with the TABC on a regular basis to break up teen beer parties that are too large for the TABC to handle alone. He is very much involved in Red Ribbon Week and the Shattered Dreams program. Sheriff Painter is very much a man who lives a life that Administrator Bert Ford talked about more than fifty years ago as being a dedicated public servant, helping and being a part of your community and building a bond between his office and other agencies in the county for the protection and safety of the community. ♦

WE NEED YOUR INPUT!

It's called strategic planning. Dating back to 1991, state agencies like the TABC, began the process of assessment, goal setting and decision-making that carved out a blueprint for the future of state agencies' operations. The end product is a document known as the Strategic Plan, which officially communicates an agency's goals, directions and

outcomes. In short, the document defines what an agency is and intends to be. It outlines goals and objectives and yields strategies that help define the allocation of resources. Please take a few minutes to complete the survey on page four and give us your comments, concerns and complaints. ♦



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I-888-THE-TABC: MAKE THE CALL!



Underage drinking has long been a special interest of the TABC and tips from the public have always been an important source of information for TABC enforcement agents concerning underage drinking and other alcohol violations. The TABC has sponsored a toll-free phone number for reporting alcohol violations since 1994. However, except for small signs required to be posted on the premises of alcoholic beverage retailers, the toll-free phone number was never really publicized until November 1999.

In November 1999, the toll free complaint number, 1-888-THE-TABC, received a new name: Texas Underage Drinking Hotline and became the subject of a statewide publicity campaign. Made possible by funding from Texas Department of Transportation and billboard space donated by Eller Media, Lamar Advertising, and Reagan Advertising, the campaign used local media events, highway billboards, and cards and posters distributed at Texas high schools to publicize the hotline's toll free number and to push a simple message: "Report Underage Drinking. Call the TABC." The TABC also contracted with an answering service to ensure that calls placed outside of normal business hours were answered and promptly referred to the appropriate local authorities for immediate response.

Grant funding and the free billboard space ended after the first year. However, because of the success of the campaign (traffic on the toll free line increased by 50 percent), the TABC has continued to advertise the Texas Underage Drinking Hotline through its web site, posters, and cards and has also retained the after hours answering service. Approximately 172 complaints concerning underage drinking or other alcohol violations are received each monthly. ♦

Administrator's Corner



We need your help. Like other state agencies, we are in the process of developing our strategic plan: a document that defines who we are and intend to be, as well as our guiding principles. We will be doing some needs assessment, goal setting and decision-making that will set the direction for all of our operations through the year 2007. Through the use of public forums, focus group discussions, employee surveys, and other means of soliciting input from the many stakeholders we have, we hope to develop a blueprint for the future of our organization.

During the next few months we will no doubt spend much time and effort talking about our goals, benchmarks, mission, vision, philosophy, objectives and outcome measures, strategic and efficiency measures. We will develop action plans that will ostensibly help us implement our strategies. We will talk about the allocation of resources and the demand on these resources for a

multitude of services this agency is called on to deliver. Ultimately, however, the success of this entire process depends on **our** ability to provide **you** with sound, quality services.

This agency has increasingly spent more time and monies targeting the many issues associated with underage drinking. Programs such as Project SAVE, Shattered Dreams and Safe Prom/Safe Graduation have no doubt greatly heightened the awareness of this issue. However, these programs take time, effort and monies that would otherwise be used in more conventional enforcement activities, such as inspections, investigations and duties related to enforcement of the Alcoholic Beverage Code. I'd like your thoughts on what our continued efforts in this educational arena should be.

The advent of the Internet as a tool for business and commerce has untold potential for licensing agencies such as ours. I welcome your comments regarding the use of the Internet for the purpose of applying for a license or permit here in Texas as well as your thoughts on what type of information you would like to see us

provide on-line via our web site.

One thing the strategic planning process clearly points out is that we do not have all the answers. At times, we appear to even struggle just coming up with the questions. But we have full confidence that members of the alcoholic beverage industry of Texas, trade associations, advocacy groups, law enforcement agencies, public officials and other concerned citizens across our great state will have ideas, thoughts, comments, suggestions, observations and, yes, criticisms, that we can use as we go through this process. Let us hear from you. Feel free to send me your input via my e-mail at r.garza@tabc.state.tx.us. By the way, I want to thank the many folks who have been so generous with their time and advice as I have traveled across the state since being named administrator last August. I've enjoyed the visits and look forward to hearing from you. We welcome your input and ideas on enhancing the services we provide. ♦

Rafael Garza

Towards Standardized Reporting

The TABC has been partnering with a pilot program developed by the Joint Committee of the States to bring alcoholic beverage regulations and industry members together to reform state shipment requirements by adopting uniform standards and E-Commerce reporting.

The Joint Committee is made up of members of the licensing states association, the National Conference of State Liquor Administrators, and the control states associations, the National Alcoholic Beverage Control Association. TABC Assistant Administrator Randy Yarbrough serves as Vice Chair of the Joint Committee.

Texas excise tax staff, headed by Steve Greinert, worked with the committee and industry in this pilot effort and says, "By partnering with other states and industry representatives, we feel we can achieve the desired outcome in a more effective and efficient manner."

This project dovetails with other TABC efforts to utilize the Internet and E-Commerce in the future to make services available around the clock and bring them closer to the people the agency serves. ♦

MAKING TEXAS SAFER

The Texas Alcohol Traffic Safety Education Association (TATSEA) will celebrate 25 years of drunk driving prevention and education when it holds its annual conference in Houston on April 24 - 26, 2002.

With its theme of "Honoring the Past, Transforming the Present and Shaping the Future," the Conference will feature workshops on Relapse Prevention, the Science Behind Diet and Car Crashes, Violence in Our Schools and An Analysis of DWI Program Participants. CEU credits will be available, or are pending, for LMFT (Licensed Marriage Family

Therapist), Social Work, CJAD (Community Justice Assistance Division), TJPC (Texas Juvenile Probation Commission), Nursing II, LCDC (Licensed Chemical Dependency Counselor) and TCLEOSE (Texas Commission on Law Enforcement Officer Standards and Education).

Early registration is \$125. Additional conference information may be obtained by contacting Joyce Kraft, Conference Chair, at (713) 529-4152 or jkraft@a-tsi.com.

The mission of TATSEA is to prevent impaired driving through education, professional development and legislative initiative. ♦

At Issue: Underage Drinking

At press time, the agency was notified by the Criminal Justice Division of the Governor's Office that it had received a \$140,000 grant for enforcement activities in Cameron and Galveston Counties during Spring Break and Mardi Gras. The grant will allow the agency to increase the number of agents at South Padre Island and the Brownsville International Bridges during a two-week period of Spring Break in an attempt to reduce alcohol violations associated with that annual celebration. There will also be an increase in the number of agents assigned to work in Galveston County during Mardi Gras. ♦



ALL ABOUT THE TCPS...

The Texas Commission on Private Security, formerly known as the Texas Board of Private Investigators and Private Security Agencies, was created in 1969. The Commission licenses and regulates private investigation companies and their private investigators, guard companies, and their armed and unarmed security officers, security alarm companies (not fire alarms), armored car companies and their security officers, armored courier companies, guard dog companies and their guard dog trainers, security consultants, personal protection officers, security schools and their instructors.

At times you will notice an investigator with the TCPS working with a TABC agent to ensure that the rules and regulations of their respective jurisdictions are being upheld at local festivals, liquor establishments and/or restaurants. While the TABC agent is conducting an inspection of the premises, the investigator for TCPS is conducting an inspection of the premise, as well as looking to see if security is provided at said establishment, if the company performing the service is licensed, and if the person is carrying proper credentials.

Investigators perform office inspections, guard inspections at stores, malls and state buildings. There will even be times when you could find an investigator performing kennel inspections at facilities where guard dogs are kept. The TCPS currently has a total of 14 commissioned peace officers.

Please forward any questions or comments regarding the TCPS, through their web site at www.tcps.state.tx.us, via mail 4930 South Congress Avenue, Suite C-305, Austin, TX 78745 or by phone (512) 463-5545. ♦



Customer Satisfaction Survey

Please take a few minutes to answer the questions that apply and return this postage paid mailer to us.

What was the nature of your contact with us? How did you contact us? Which category best describes you?

Enforcement	Compliance	Legal	By phone	In person	Licensee/Permittee
Ports of Entry	Licensing	Other	By Internet	By mail	General Public

Which TABC office assisted you? _____

:HOW SATISFIED ARE YOU???:	Rating Scale					
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
STAFF						
Our employees were knowledgeable.	1	2	3	4	5	N/A
Our employees were courteous and respectful.	1	2	3	4	5	N/A
Our employees were responsive to your needs and concerns.	1	2	3	4	5	N/A
FACILITIES						
Our office was convenient and easily accessible.	1	2	3	4	5	N/A
Our office was clean and orderly.	1	2	3	4	5	N/A
PRINTED INFORMATION						
I received printed materials (i.e., brochures, newsletters, instructions, forms, etc.) explaining the services available.	1	2	3	4	5	N/A
Our materials were clear and understandable.	1	2	3	4	5	N/A
TIMELINESS						
Our services were offered at convenient times.	1	2	3	4	5	N/A
Our services were delivered within a reasonable amount of time.	1	2	3	4	5	N/A
I received a response within a reasonable amount of time by:						
Telephone (including "on hold" time)	1	2	3	4	5	N/A
E-mail	1	2	3	4	5	N/A
Materials (regular U.S. mail)	1	2	3	4	5	N/A
COMMUNICATION						
I was given clear explanations about the services available.	1	2	3	4	5	N/A
I received answers to all of my questions.	1	2	3	4	5	N/A
INTERNET SITE						
I was able to find helpful information on the TABC web site.	1	2	3	4	5	N/A
I found the quality of the TABC web site to be satisfactory.	1	2	3	4	5	N/A
COMPLAINT HANDLING PROCESS						
I know how to make a complaint regarding services at the TABC.	1	2	3	4	5	N/A
I believe the TABC would handle my complaint in a fair manner.	1	2	3	4	5	N/A
Overall, I am satisfied with the services I received from the TABC.	1	2	3	4	5	N/A

If dissatisfied, what could we have done differently? _____

Comments & Suggestions _____

Would you like a TABC employee to call and discuss your comments/suggestions? Yes No Name _____
 Phone Number () _____
 AC

Thank you for evaluating our customer service. If we can be of any future service, please contact your local TABC office or call toll-free 1-888-THE-TABC. You can also reach us at our web site at <http://www.tabc.state.tx.us> or by e-mail to questions@tabc.state.tx.us or complaints@tabc.state.tx.us.

FOLD ALONG THIS DOTTED LINE FIRST



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 7929 AUSTIN, TEXAS

POSTAGE WILL BE PAID BY ADDRESSEE

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TEXAS ALCOHOLIC BEVERAGE COMMISSION
PO BOX 13127
AUSTIN TX 78711-9914



FOLD ALONG THIS DOTTED LINE SECOND AND TAPE AT TOP

You Asked . . . questions about alcoholic beverage regulations

Q *Do the 50 ml "miniatures" of liquor have to be packaged and presented a certain way in order to legally sell them in a package store?*

A The new law requires that the miniatures be sold in multiples in sealed packages. "Sealed packages" has been defined very liberally, such as nothing more than a baggie. "Multiples" of course simply means two or more.



Visit our web site at
www.tabc.state.tx.us

Q *What is the law in regards to using incentives to promote a certain brand of a beer?*

A It is not legal for a manufacturer/distributor to pay a retailer for advertising advantages, i.e., display or signage space. Section 108.05 of the TABC Code and 45.110(c)(3) of the agency Rules. Both may be found on the agency's web site at www.tabc.state.tx.us, under "Legal Information." You may also be interested in sections 102.14, 102.15 and 108.06 of the Code, with respect to beer advertising.

Allan Shivers, Jr., Chairman
John T. Steen, Jr., Commissioner
Gail Madden, Commissioner
Rolando Garza, Administrator

TABC Today is an external publication of the Texas Alcoholic Beverage Commission. We welcome comments, suggestions and/or questions from our readers. To report a possible violation of the Alcoholic Beverage Code, call toll-free 1-888-THE-TABC (Voice/TDD).

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